

November 7, 2019

CHAIR AND PLANNING COMMISSIONERS

City of Long Beach
California

RECOMMENDATION:

Receive and file the one-year report on the operation of the STARS Behavioral Health Urgent Care Center (BHUCC), provided as required by conditions of approval of Application No. 1611-08, located at 3200–3220 Long Beach Boulevard, in the Midtown Specific Plan (SP-1). (District 7)

APPLICANT: Stephen Albrecht for Stars Behavior Health Group
1501 Hughes Way
Long Beach, CA 90810
(Application No. CUP 1611-08)

DISCUSSION

On March 30, 2017, the Planning Commission approved a Conditional Use Permit (CUP) for the operation of a behavioral health urgent care center (BHUCC) at 3200–3220 Long Beach Boulevard, in a former office building (Exhibit A – Vicinity Map). This approval was appealed, and on May 23, 2017, the City Council denied the appeal and upheld the Planning Commission's approval but added a condition of approval requiring the operator to return to the Planning Commission for a one-time review after the project's first year of operation. This report is presented pursuant to that requirement. Of the conditions of approval adopted by the Planning Commission and City Council for this project (Exhibit B – CUP No. 1611-08 Conditions of Approval), the condition of approval triggering this one-year review reads as follows:

23. *Within 12 months of issuance of a Certificate of Occupancy for the facility, the operator shall return to the Planning Commission for a review of the facility operations and any alleged nuisance activity associated with the facility. The Planning Commission may add or modify conditions of approval at this time to address any substantiated nuisance activity that is directly related to the facility. As part of this review, the operator shall provide a list of all calls received on the telephone line established per Condition #22; however, the operator shall be allowed to address and rebut the nature and volume of any received complaints. The fact of receipt of complaints on the established telephone line shall not be binding upon the Planning Commission for any specific action beyond review. The Planning Commission also shall review any calls for service received by the Police Department at the facility.*

CHAIR AND PLANNING COMMISSIONERS

November 7, 2019

Page 2 of 3

The facility in question was built and is operated by STARS, Inc., a contractor for the Los Angeles County Department of Mental Health. The facility received its Certificate of Occupancy from the City and began operations in August of 2018. As detailed in the attached report provided by the operator (Exhibit C – Operator's First Year Summary), between August 2018 and June 2019, there were no calls or complaints made about nuisance activities at the facility.

During this period, the operator's report shows that the facility has served 3,497 clients, with 3,057 aged 18 or older, and 440 adolescents aged 13–17, averaging 13 clients daily. Due to the ramp-up associated with the first year of operations, the report shows a month-over-month increase in clients served for most of the one-year period. Of these clients, 422 were diverted from hospital emergency rooms (average 35 per month), and 689 were referred from law enforcement (average 57 per month). Eighty-seven percent of clients were treated and discharged without needing referral to a higher level of care. Approximately twenty percent of clients treated were homeless individuals.

The operator's report, and the statistics provided by the City's Emergency Communications and Operations Center (ECOC) (Exhibit D – Calls for Service), show a volume of calls for service (calls to police and fire) from the facility in a manner consistent with the mental/behavioral health urgent care nature of the facility's operations, and not indicative of nuisance activity or mismanagement. The number of calls for service reported by the operator differs from the number provided by the City's ECOC due to internal reporting and classification procedures of such incidents by the operator, due to different timeframes in the reporting periods, and due to the inclusion of nearby calls reported using the facility's address as a reference, but not related to the facility, in the ECOC report. Staff has validated the operator's report against the ECOC's data.

Additionally, staff has reviewed the facility's compliance with the other conditions of approval of the CUP. The conditions specific to the facility dealt with the following: number of patients that could be treated at one time, site improvements, facility and site security and access, hours of operation, length of stay of patients (less than 24 hours), operation plans, waiting and queuing, security personnel, security systems, and other general conditions for site improvements, maintenance, and upkeep. Staff has found the facility to be in compliance with these conditions of approval.

Given the lack of complaints received at or about the facility, coupled with the reasonable and operations-related volume of calls for service, and the significant community services and benefits provided by the facility, staff does not recommend any changes to the facility's conditions of approval. Staff recommends that the Planning Commission receive and file this report to satisfy Condition #23 of CUP No. 1611-08.

CHAIR AND PLANNING COMMISSIONERS

November 7, 2019

Page 3 of 3

Respectfully submitted,

A blue ink signature of Scott Kinsey, written in a cursive style.

SCOTT KINSEY, AICP
PROJECT PLANNER

A blue ink signature of Alexis Oropeza, written in a cursive style.

ALEXIS OROPEZA
CURRENT PLANNING OFFICER

A blue ink signature of Christopher Koontz, written in a cursive style.

CHRISTOPHER KOONTZ, AICP
PLANNING BUREAU MANAGER

A blue ink signature of Linda F. Tatum, written in a cursive style.

LINDA F. TATUM, FAICP
DIRECTOR OF DEVELOPMENT SERVICES

LFT:CK:AO:sk

Attachments: Exhibit A – Location Map
 Exhibit B – CUP No. 1611-08 Conditions of Approval
 Exhibit C – Operator's First Year Summary
 Exhibit D – Calls for Service